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WSHCA

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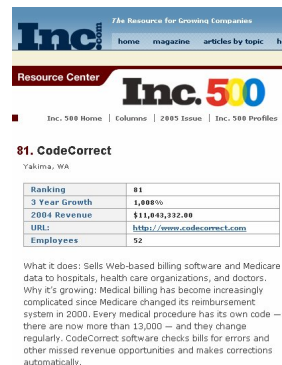
# Agenda

- ChartConnect Overview
  - ChartConnect history
  - Communities & Partners
  - MedManager vs traditional ePrescribing
  - Interface Methods
  - Target and Distribution of Customers
- Products/Functionality
  - Overview/Modular Approach
  - Targeted users: Physician vs. Office staff
  - Office workflow
  - Authentication, Permissions/Security
- Regence Pilot Community
- Demonstration



# ChartConnect, Inc.

- Yakima, WA group has been in business since 1985 creating applications for healthcare
- Profitable every year since 1985
- We have created nationally known products used by more than 40,000 providers and over 700 hospitals
- Listed on INC Magazine 500 in 2004 (#18) and 2005 (#81)
- ChartConnect's first install was in April 2000
- WAFP listed #3 most commonly used clinical EMR by 2003
- SureScripts most concentrated provider community in U.S.
- #1 nationally for % ePrescribing provider adoption/compliance



The screenshot shows the Inc. 500 website interface. At the top, it says 'Inc. 500 The Resource for Growing Companies' with navigation links for 'home', 'magazine', and 'articles by topic'. Below this is a 'Resource Center' section with the 'Inc. 500' logo. A navigation bar includes links for 'Inc. 500 Home', 'Columns', '2005 Issue', and 'Inc. 500 Profiles'. The main content area features the entry for '81. CodeCorrect' from Yakima, WA. A table lists key statistics: Ranking (81), 3 Year Growth (1,688%), 2004 Revenue (\$11,843,332.88), URL (http://www.codecorrect.com), and Employees (52). A descriptive paragraph follows, explaining that CodeCorrect is a web-based billing software and Medicare data provider for hospitals, health care organizations, and doctors, highlighting its growth and the complexity of Medicare reimbursement since 2000.

81. CodeCorrect	
Yakima, WA	
Ranking	81
3 Year Growth	1,688%
2004 Revenue	\$11,843,332.88
URL	<a href="http://www.codecorrect.com">http://www.codecorrect.com</a>
Employees	52

What it does: Sells Web-based billing software and Medicare data to hospitals, health care organizations, and doctors. Why it's growing: Medical billing has become increasingly complicated since Medicare changed its reimbursement system in 2000. Every medical procedure has its own code — there are now more than 13,000 — and they change regularly. CodeCorrect software checks bills for errors and other missed revenue opportunities and makes corrections automatically.



# Community-Based EMR

- We focus on Communities with willing data-providers
- We leverage our National Laboratory Partners, to get other interfaces with local hospitals, lab's, rad's, and transcription services (i.e. Adventist)
- Consolidation into one patient-centric view (i.e. Kadlec)
- We partner with at least one of the hospitals to promote community adoption
- We contract with key clinics/medical groups to be “*ShowSites*”
- Partner with multiple data-providers and willing to deliver data to competitive EMR clients



# Our Wash. Partner Communities

- Yakima, WA
- Tri-Cities (Pasco, Richland, Kennewick), WA
- Bellevue/Redmond, WA
- Chelan/Wenatchee, WA
- Arlington/Everett, WA
- Monroe, WA
- Grays Harbor, WA
- Tacoma/Olympia/Puyallup, WA
- Walla Walla, WA
- Seattle (Central), WA



# Sample Communities

- Yakima – 201 of 270 providers, 31 clinics using ChartConnect. Both hospitals interfaced, Memorial using “Permissions” system. PAML, Interpath & Quest labs interfaced. Valley Imaging & Medical Center Pathology interfaced.
- TriCities – 169 of 250 providers, 69 clinics using ChartConnect. All 3 hospitals interfaced, Kadlec using “Permissions” system. PAML, Interpath, LabCorp & Quest labs interfaced. Both radiology centers interfaced.
- Bellevue/Eastside – 63 providers, 10 clinics using ChartConnect. 3 hospitals interfaced. PacLab, Quest, LabCorp & Dynacare labs interfaced. Physician Radiology & Eastside Pathology interfaced.



# Wash. Partners & Resellers

- Pathology Associate Medical Labs (ResultManager)
- Quest Diagnostics (ResultManager)
- LabCorp (ResultManager)
- Interpath Medical Labs (ResultManager)
- OneHealthPort (ResultManager, MedManager)
- MedPlus (EMR)
- SureScripts (MedManager & EMR)
- Script IQ (MedManager & EMR)
- MD-Connect (EMR)
- MedAptus (ResultManager, OrderManager)
- others



# Why Interfaces?

- David J. Brailer, MD, PhD (Nat. Coord. For Health Info Technology) indicates over 50% of all EMR implementations fail
- MGMA indicates the #1 cause of EMR failure is the lack of interfaces & high cost of scanning
- What's needed for decisions about a refill request? – Review the labs and last visit, both provided by interfaced data
- Interfaces deliver timely data with almost zero labor by staff or provider
- Why don't all vendors provide interfaces?
  - They aren't motivated to fight the data providers for interfaces
  - No concentration of clinics to pressure data providers





# ChartConnect Interfaces

- Vendors averages range from <1 to 3.2 interfaces per clinic – ChartConnect averages 8+ (12-20 in developed communities)
- Almost every data-provider interfaced becomes a Partner – Why?
  - Only one interface per data provider needed, saves \$\$\$
  - High concentration of clinics makes it worth the effort
  - ChartConnect handles all clinical distribution and support.
  - Adding a new clinic or provider takes less than 1 hour
- Clinics don't have to maintain individual interfaces either
- Our distribution technology allows same-day setup a new clinic
- This technology eliminates fighting firewalls and is not disrupted by network, router or firewall changes
- We interface what others won't – HL7, XML, MSWord, RTF, WordPerfect, ASCII and Custom



# Modular Approach



**ChartConnect ResultManager** provides a workflow solution connecting physicians with their laboratory, radiology and hospital partners, allowing providers and staff to receive, act-on and manage a patient-centric record of results, reports, referrals and consults



**ChartConnect MedManager** is a workflow solution for nurses and physicians to better manage their patients' medications and allergies, reducing errors, time and paperwork



**ChartConnect OrderManager** allows physicians and their staff to quickly and easily place lab and radiology orders from participating community laboratories and radiology centers with time-saving features such as a diagnosis-driven order list, and patient-specific order templates



Data & Sharing



Manage Meds



Full EMR



# ChartConnect ResultManager



- The ability to receive and view lab, radiology, transcription and messages
- The ability to review & sign off lab's, rad's and transcription from anywhere, even cell-phone/PDA
- Messaging/Routing system for staff and providers
- Date/Time-stamps handling of these messages
- Risk Management tool
- Send Records for referrals, consults & billing communications
- E-Messaging directly with patient (optional)



# ChartConnect MedManager



- The ability to Prescribe medications
- The ability to manage refill requests
- Drug/Drug/Allergy checking
- Formulary checking
- Ability to start, edit and stop medications
- Electronically send and receive requests
- Automatically updates MedList, AllergyList, Refill History and Med History tables



# ChartConnect MedManager



## Traditional ePrescribing

- Provider focused – doctor receives refill requests and responds to them
- Multiple keystrokes – patient and drug matching is done by provider rather than automatically or by staff
- More provider time, not less, than the simple initialing of a paper request

## MedManager

- Staff focused – staff receives and manages requests on behalf of provider
- One click “Accept” or “Deny” of most requests
- Little or no provider time required – more efficient and safer than paper for both staff and provider
- Access to labs, rad, visit notes



# ChartConnect OrderManager



- The ability to order labs, rads & other items
- Quick, diagnosis-driven order list
- Patient specific stored orders
- Tied to proper ICD-9 for Medical Necessity
- Electronically sends orders or via Facility View
- Eliminate duplicate ordering
- Track order status



# ChartConnect EMR



- Lab, radiology, transcription interfaces and routing
- Medications/refills
- Chart notes with templated encounter, voice recognition, voice-macros, keystroke-macros or upload dictation/transcription
- Problem list, Social/Family/Diagnostic History
- Referral & consult report handling
- Remote charge capture (MedAptus)
- Encounter validation (MedAptus)
- Deployed in ASP or Local Server environments



# Demonstration of ChartConnect Services



MedManager



ResultManager



EMR

